

LDAP browser problems



Contents

- [1 Overview](#)
- [2 Prerequisites](#)
- [3 Symptoms and Solutions](#)
 - ◆ [3.1 Novell LDAP Server only gives dots in browser window](#)
 - ◆ [3.2 Browser limit exceeded](#)
 - ◆ [3.3 LDAP Browser cannot find base Domain](#)
- [4 Further information](#)

Overview

PINsafe 3.6 onwards includes an LDAP browser. This document outlines problems related to its use.

Prerequisites

PINsafe 3.6 Active Directory or LDAP database

Symptoms and Solutions

Novell LDAP Server only gives dots in browser window

This has been seen where the group is not part of the correct DN

Browser limit exceeded

The LDAP folder contains more entries than the LDAP browser can read. PINsafe 3.6 and 3.7 has a limit of 1500 entries. To view more items than the PINsafe LDAP browser allows then try using a 3rd party LDAP browser product.

LDAP Browser cannot find base Domain

This is commonly seen in AD where the base Domain for AD has not been set. This can be set manually. On the PINsafe Administration console select Repository/Groups then for the required Repository enter the base Domain. Example DC=swivelsecure,DC=com. Apply the settings then click on browse.

Further information

See [Error Messages#Synchronisation and LDAP \(Active Directory\) Errors](#)